

Welcome Letter – after Initial Visit

Subject: Welcome to Our Practice

Body:

Dear [Mr./Ms.] [Patient's Last Name],

Welcome to our practice! We thank you for choosing [Facility Name] and look forward to meeting your physical therapy goals. As part of our commitment to excellent patient care, we incorporate the most advanced therapeutic techniques which have been designed to achieve and maintain optimal physical health.

Our philosophy is to provide you with ideal care at our state-of-the-art facility. After your initial visit, we'll create a treatment plan specifically tailored to help you reach your goals at [Your Facility Name].

We do our best to provide you with same-day office visits and accept walk-ins when appointment slots are available.

If you want us to bill your insurance directly, you'll need to bring your insurance card and a photo ID with you to each appointment. If you're unable to provide us with your insurance card, your appointment may need to be rescheduled. Please inform our staff if your contact or insurance information changes, to avoid any problems with your payment.

All co-pays and past-due balances are expected to be paid at your appointment, unless a prior agreement has been made with our billing manager.

We ask that you allow plenty of time to get to the office for your appointment. You may be asked to reschedule if you're more than 15 minutes late.

Your time is important to us. We strive to stay on schedule. but occasionally a patient emergency arises and we may be running late. In that case, you'll have the option to reschedule or stay to be seen. We'll do our best to keep you informed of how long that might take. Please read our policy for missed appointments on [our website](#).

We're ready to help you begin your treatment journey on the road to optimal health. Please let us know if you have any questions that we can help you with along the way.

Sincerely,

[Provider Name, PT] or Team at [Your Facility Name]

[Contact Phone]

[Contact Email]

[Webiste URL]